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Attorney Docket Number: 36992.00077

John**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: Takeshi Ishizaki	Examiner: Thomas J. MAURO Jr.
Serial No.: 09/841,710	Art Unit: 2143
Filed: 4/24/01	
Title: Integrated Service Management System	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

Sir:

In response to the Office Action dated August 23, 2004, the deadline for response ending on December 23, 2004 with the enclosed request for a one-month extension of time, please amend the above-identified application as follows: